ELECTRONIC THEATRE RESTAURANTS

PIZZA TIME THEATRE

CLEANING AND MAINTENANCE PERSON

Training Manual

9/13/82

ELECTRONIC THEATRE RESTAURANTS

Job Description: Cleaning and Maintenance

Reports To: Manager on Duty

Function: Clean all customer access areas prior to restaurant opening. Perform general maintenance as directed by management.

GENERAL DUTIES

1. Remove all trash and reline containers.
2. Clean restrooms to company standards.
3. Vacuum dining areas, remove benches, and check table alignment.
4. Vacuum game areas and cheese crawl.
5. Clean hallway floors.
6. Clean all interior glass surfaces.
7. Clean store front entrance.
8. Clean dumpster area.
9. Perform any needed or regularly scheduled maintenance.
10. Responsible for keeping janitorial supply area clean, organized and stocked.
11. Any and all other duties as assigned by the manager on duty.

POSITION QUALIFICATIONS

1. Ability to lift at least 70 lbs. with a minimum of difficulty.
2. Good physical conditioning and a high degree of stamina.
3. Some ability as a handyman or prior maintenance related experience is extremely helpful.

CLEANING AND MAINTENANCE PERFORMANCE GUIDELINES

The cleaning and maintenance position requires a great deal of hard work and attention to detail. A high caliber job is critical to maintain Pizza Time Theatre's high standards of cleanliness.

The following contains the specifics on how to clean and maintain the areas you are responsible for. This information is presented in a logical progression that, when followed, will aid you in completing your duties on schedule.

Gather Necessary Materials

First, to save time and steps, gather all needed supplies and equipment. It is recommended that these items are assembled on a utility cart of some type.

Supplies:
1. Ammonia solution (in blue spray bottle)
2. Liquid S, general cleaning solution (in green spray bottle)
3. Sanitizing solution (in red spray bottle)
4. Toilet bowl cleaner
5. Hand soap refills
6. paper towels
7. chix towels
8. scratch pads
9. Feminine napkin container disposable bags
10. rubber gloves

Equipment:
1. Corn broom
2. Push broom
3. Putty knife
4. Window squeegee
5. mop
6. mop bucket, filled with liquid S heavy cleaning solution
7. lobby dust pan
8. vacuum
9. toilet bowl brush

Trash Removal

All trash should be emptied into the dumpster before the trash containers are used by the opening staff. After the trash is emptied, rinse out the containers with sanitizing solution from the control tower, reline containers, and place in the correct areas of the building (prep area, kitchen, dish area etc.). In addition to rinsing these containers out with sanitizing solution, they must be scrubbed inside and out as necessary to remove any build up. When scrubbing use a heavy cleaning solution of Liquid S and a scratch pad. If there is any debris left on the floor after removing the trash it should be swept up before you continue with your duties.

Restrooms

Listed below are the necessary steps in cleaning the restrooms, in the order they should be completed.

1. Clean mirror with ammonia solution and paper towels.

2. Scrub hand sinks with Liquid S and scratch pad.

3. Clean counters with Liquid S and chix towel.

4. Clean hand dryers with Liquid S and chix towel.

5. Wipe off walls with Liquid S and chix towel. Particular attention should be paid to the walls near toilets, urinals, hand dryers and hand sinks. All other wall surfaces should be spot-cleaned or thoroughly cleaned as necessary.

6. Clean ceiling vents with chix towel and Liquid S.

7. Clean doors and door frames with chix towel and Liquid S.

8. Clean out sanitary napkin receptacles with sanitizing solution and chix towel. Replace disposable bags.

9. Restock hand soap and toilet paper. There should be no loose rolls of toilet paper in any restroom, only those in place on the toilet paper dispensing fixtures.

10. Empty trash can and replace liner.

11. Sweep floors, paying close attention to corners, behind toilets, and beneath counters.

12. Remove gum deposits on floor with putty knife.

13. Clean toilet and urinal interiors with bowl cleaner and bowl brush. Wipe off exterior surfaces with sanitizing solution and a chix towel. It is recommended that rubber gloves are worn while working with bowl cleaner to keep hands from being irritated.

14. Deck brush floors. Use a wet mop to distribute water on floor and then scrub with deck brush.

15. Mop the restroom floors. Use a forward and backward motion against walls. If a scratch pad is attached to the top of the mophead, the baseboards may be cleaned by turning the mop head sideways to place the scratch pad against the base board while using the pre-mentioned motion. The center of the floors should be mopped with a figure eight motion for most efficient area coverage. Wring out mophead frequently to remove water from floor.

16. While you are cleaning the employee restrooms, also stock the soap and paper towel dispensers in the back of the restaurant.

Dining Areas

Before beginning on the dining areas, make sure your vacuum cleaner is empty and in good repair. The type of vacuum best suited to our use is an upright commercial model with beater bar and attachments to clean the corners and edges of carpeted areas. The beater bar is particularly important because it beats sand and grit out of the carpet so the vacuum can pick it up. Carpets are worn out more quickly by the abrasive effect of grit and sand in the carpet pile than by heavy foot traffic. To clean and organize the dining areas to company standards you must:

1. Pick up any large debris (napkins, straws, etc.) on floor. If left on the floor, these will sometimes break the vacuum cleaner.

2. Use the vacuum attachments to clean the carpeting edges, paying close attention to the booth areas.

3. Vacuum the rest of the dining area. More time should be spent on the entrances and aisle ways to make sure as much of the grit as possible is removed. Make sure that all high chairs and dining area trash containers are moved, vacuumed beneath, and replaced.

4. Align all tables in straight lines or in the designated pattern as directed by management. Once a week all tables should be moved six inches to the left or right before vacuuming. This is to insure that any debris beneath the table legs is vacuumed up.

5. Remove benches from table tops and place beneath tables. Benches should be placed on the floor gently so the carpet is not ripped or torn. Care should be taken when removing the benches in booths so the woodwork is not scratched.

6. If the alignment of ashtrays or salt and pepper shakers was disturbed while removing the benches, they should be replaced in the center of the table.

7. If the costume character dressing room is carpeted, this should be vacuumed at the same time as the main dining room.

Game Areas

The following steps should be taken to clean the game areas.

1. Remove any large debris found on gameroom floors and cheese crawl.

2. Use vacuum attachments to clean carpet edges, around game bases, interior of kiddie rides, corners and edges in cheese crawl, and between games as necessary.

3. Vacuum the rest of the gamerooms.

Hallways

The ideal situation is to clean the hallways after the salad bar, sundae bar and sandwich fix-ins table have been set up. However, the hallway must be cleaned before any scheduled tour arrives. Check with the manager on duty to determine if a tour is scheduled for that particular day. The following steps should be taken to clean the hallway:

1. Use a corn broom to sweep along walls, in corners and behind any games located in the hallway.

2. Use a putty knife to remove any gum deposits on floor.

3. Use a push broom to sweep up the rest of the hallways.

4. Mop the hallways and clean the baseboards in the same way as discussed in the restroom section. Use a heavy duty cleaning solution of Liquid S. Make sure that the mop water you use is clean and hot. It will be necessary to change your mop water at least once if the floors are very dirty.

5. As floor dries replace all cigarette urns in the hallway.

Interior Glass

This position is responsible for the daily cleaning of all windows and display cases in the customer view area.

1. Clean all windows on the dining area side first, using ammonia solution and a squeegee. The ammonia should be sprayed on evenly and then removed with a window squeegee with firm overlapping strokes from top to bottom. It is necessary to wipe off finger smudges or other build up with a chix towel and ammonia solution before using a squeegee in the above manner. Wipe any excess water off windowsill with a chix towel.

2. Clean all windows on the hallway side and any glass display cases in the same manner as above.

3. Clean glass entrance doors. Before using the squeegee, the entire glass surface should be wiped with a chix towel and ammonia. Then use squeegee as indicated above.

Store Front

Just at opening the store front should be cleaned in the following manner:

1. Sweep all debris away from entrance, curb, and building front with a corn broom.

2. Sweep up debris with push broom.

3. Clean display windows with ammonia solution and squeege

4. Check for exterior damage to building, fixtures, and signage. If anything is damaged, report to management immediately.

Dumpster Area

The dumpster area behind the restaurant should be swept on a daily basis. There should be no debris on the ground near the dumpster or behind the store.

General Maintenance

In terms of general maintenance you are primarily responsible for replacement of all light bulbs throughout the facility, fluorescent or incandescent. Also the cleaning of these fixtures, as necessary. The plastic covers of fluorescent fixtures should be removed and cleaned approximately every three months. In addition to this, you may be responsible for the cleaning of all refrigeration condensing coils and scheduled maintenance of other equipment. Your manager will give you explicit training and direction on any additional maintenance duties you are assigned.

Janitorial Supply Area

The area that your supplies are stored in should be maintained in a clean and organized fashion as follows:

1. All like items stored together and organized neatly on shelves.

2. Floors, walls, and baseboards clean. In addition to the above you are responsible for making sure that you have sufficient supplies. After a few days of performing the cleaning and maintenance position you will be familiar with your needs and the usage of specific supplies. It is important that you communicate your anticipated needs for supplies to a member of management at least one week before you run out. This allows management sufficient time to order and receive the necessary supplies.

Additional Duties

Although you are normally scheduled for a specific position on most shifts, the manager on duty may find it necessary to place you in another position or assign you additional duties during your shift. Remember we are a team, not a group of individuals, with a single goal of taking care of our guests to the best of our abilities.

Recommended Schedule

Task	Time to Complete	Time Space
Gather Supplies	10 min.	7:30-7:40 a.m.
Remove Trash	15 min.	7:41-7:55 a.m.
Clean Restrooms	30 min.	7:56-8:25 a.m.
Clean Main Dining Area	30 min.	8:26-8:55 a.m.
Clean Other Dining Areas	30 min.	8:56-9:25 a.m.
Clean Game Area	30 min.	9:26-9:55 a.m.
*Clean Hallways	30 min.	9:56-10:25
Clean Interior Glass	30 min.	10:26-10:55
Clean Store Front	20 min.	10:56-11:15
Clean Dumpster Area	15 min.	11:16-11:30
Clean & Organize Janitorial Area	10 min.	11:31-11:40

Scheduled Maintenance - Time will vary depending on maintenance assigned

*The hallways will need to be taken care of earlier if a tour is scheduled in the morning.

Supplies

1. Amonia solution
2. Liquid S
3. Sanitizing Solution
4. Toilet Bowl Cleaner
5. Hand Soap Refills
6. Paper towels
7. Chix towels
8. Scratch pads
9. Feninine napkin container disposable bags.
10. Rubber gloves

Equipment

1. Corn Broom
2. Push Broom
3. Putty Knife
4. Window Squeegee
5. Mop
6. Mop bucket
7. Lobby dust pan
8. Vacuum

GAME ROOM ATTENDANT'S MANUAL

GAME ROOM ATTENDANT'S DUTIES:

A) TO MAINTAIN A GOOD ATTITUDE TOWARDS THE CUSTOMER

B) TO ENFORCE ALL GAME ROOM RULES: (NO SMOKING, EATING, OR DRINKING)

C) TO FILL OUT ALL NECESSARY PAPER WORK, COMPLETELY AND NEATLY

D) TO KEEP AS MANY GAMES AS POSSIBLE IN GOOD WORKING ORDER

E) TO KEEP THE GAMES AND CARPET CLEAN AT ALL TIMES

F) TO DO ALL PROJECTS ASSIGNED TO YOU BY THE TECHNICIAN

G) TO SIGN IN AND OUT GAME ROOM KEYS

H) TO COMPLETE ALL ITEMS ON THE CLOSING CHECK LIST

NIGHTLY PAPER WORK:

A) GAME DOWN REPORT (GAMES THAT DO NOT WORK AT ALL, CANNOT BE PLAYED)

B) CLOSING CHECK LIST

C) SOFT DOWN REPORT (GAMES THAT WORK BUT ARE HAVING SOME PROBLEMS)

TROUBLE SHOOTING GUIDE

1) CONTROLS DO NOT WORK PROPERLY

   A) ARE THE WIRES HOOKED UP TO THE CONTROL SWITCHES?

   B) ARE THE CONTROL WIRES MAKING A GOOD SOLID CONNECTION?

   C) ARE THE CONTROL SWITCHES FREE FROM DIRT AND OIL?

   D) IS THE CONTROL PANEL PLUGGED IN?

   E) ARE THE CONTROL SWITCHES IN GOOD REPAIR?

2) NO PICTURE ON ANY VIDEO GAME

   A) IS THE GAME PLUGGED IN?

   B) IS THE GAME TURNED ON?

   C) IS THERE POWER TO THE OUTLET?

3) GARBAGE ON THE SCREEN

   A) IS THERE A COIN STUCK ON THE COIN SWITCH?

   B) IF THERE IS NO STUCK COIN SWITCH, THEN TURN THE GAME OFF FOR 10 SECONDS THEN TURN IT BACK ON. IF THIS PROBLEM OCCURS FREQUENTLY, SPRAY SOME FABRIC SOFTENER ON THE CARPET NEAR THE GAME.

   C) IS THE TEST SWITCH IN THE "OFF" POSITION?

4) THE GAME WILL NOT GIVE CREDITS

   A) IS THE COIN HITTING THE SWITCH PROPERLY?

   B) IS THE COIN SWITCH CLICKING AS THE COIN GOES PAST?

   C) ARE THE WIRES CONNECTED TO THE COIN SWITCH?

5) KIDDIE RIDE WILL NOT STOP

   A) IS THERE A COIN STUCK ON THE SWITCH?

   B) DOES THE COIN SWITCH CLICK?

6) CHEESE ROLL WILL NOT SCORE AT ALL

   A) IS THERE ANY BALLS STUCK IN THE SCORE AREA?

   B) ARE THERE ANY STUCK SWITCHES IN THE SCORE AREA?

   C) ARE THERE AT LEAST 9 BALLS IN THE GAME?

7) CHEESE ROLL WILL NOT SCORE ALL THE POINTS EARNED

   A) SAME AS IN PROBLEM 6 ABOVE

TROUBLE SHOOTING GUIDE

8) CHEESE ROLL SOUND WILL NOT STOP

A) IS THE COIN SWITCH STUCK?

B) ARE THERE ANY STUCK BALLS OR SWITCHES IN THE SCORE AREA?

9) CHEESE ROLL NOT GIVING ENOUGH BALLS

A) ARE THERE ANY BALLS STUCK IN THE SCORE AREA?

B) IS THERE AN OBSTRUCTION IN THE BALL TRACK?

C) IF NONE OF THE ABOVE, THEN THE MACHINE IS UNBALANCED

10) BALLS KEEP COMING DOWN

A) IS THE BALL COUNTER COUNTING TO 9?

B) CAN YOU HEAR THE GATE OPEN AND CLOSE?

11) TOO MANY TICKETS ARE GIVEN

A) IS THE TICKET COUNTER SWITCH WORKING?

B) ARE THE WIRES HOOKED UP TO THE SWITCH AND MAKING A GOOD CONNECTION?

12) NO TICKETS ARE GIVEN

A) APE THERE ANY TICKETS IN THE DISPENSER?

B) ARE THE TICKETS JAMMED?

C) IS THE DISPENSER PLUGGED IN?

13) GIVES TOO MANY BALLS

A) IS THE BALL COUNTER SWITCH WORKING PROPERLY?

B) IS THE GATE WORKING PROPERLY?

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